

2015

FISCAL YEAR 2015 ANNUAL REPORT

OTA

DC OFFICE
OF THE TENANT
ADVOCATE



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It has been nearly a decade since the OTA was established in April 2006, and since I became the District's first Chief Tenant Advocate. I am proud of the mark that the OTA has made on so many levels – legislative efforts to strengthen rent control, the tenant right of purchase, and other tenant rights; regulatory improvements particularly regarding the housing and property maintenance codes; our ever-expanding education and outreach programs; the steady increase in client intake and vast improvements in our intake system; and legal representation that consistently results in financial returns to our clients, thus more than repaying tax-payers for their investment in the OTA.

We have made great strides in terms of fulfilling our statutory mandate. That mandate was expanded early on to include the Emergency Housing Assistance Program, which addresses the needs of tenants who face temporary homelessness mainly due to fires and building closures.

In the pages of this report, you will read not only about the agency's accomplishments, but also the challenges the tenant community and thus the agency confront, whether regarding the future of affordable housing or the well-being of tenant households.

As in previous reports, it includes an analysis of the top five issues that our clients have raised over the past year. Those "top issues" have remained consistent over the years, and include the failure of housing providers to comply with licensing and other basic business requirements; rent increase violations in apartments that are under rent control; and property management practices that leave tenants in substandard housing just minutes away from the nation's capital.

We are including eviction statistics for the first time in this year's report. This data serves as an indicator of the number of families that were at high-risk of homelessness between 2011 and 2014. We hope these figures help inform executive and legislative efforts to eliminate homelessness in the District.

Three words – decent, safe and affordable – are the touchstone of the OTA's mission. This report includes an update to the Housing Provider Petition report the agency submitted in 2014 to the Council's Committee on Business and Regulatory Affairs. These petitions are indeed having an adverse impact on the affordability of rent control units. And they raise serious questions that I believe D.C. policy-makers, including the Council and the Mayor, should consider.

I hope that you find the information in this report useful. I welcome your comments and suggestions to help the agency as we continue to strive to improve our services and programs.

– Johanna Shreve
Chief Tenant Advocate

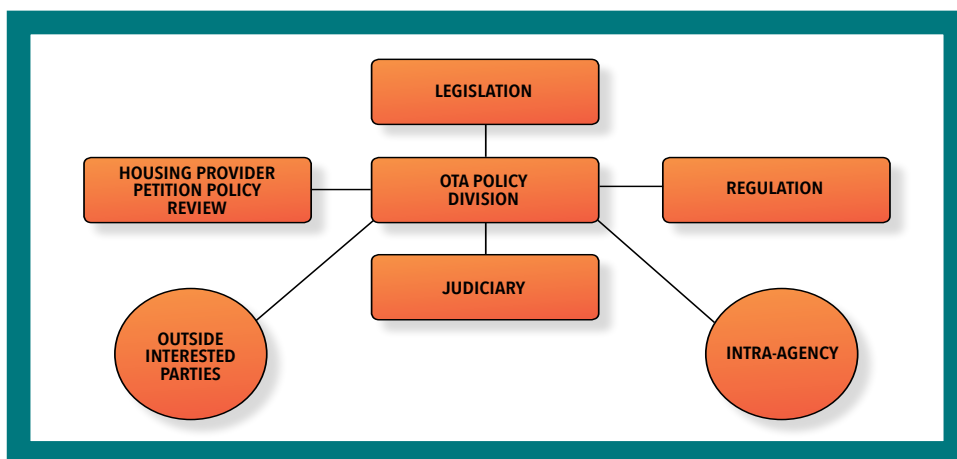
"There can be no fairness or justice in a society in which some live in homelessness, or in the shadow of that risk, while others cannot even imagine it." – Jordan Flaherty (journalist, author, producer)

POLICY DIVISION

The Policy Division's mission is to represent the tenant community's interests in all branches of District government. Thus, the OTA regularly engages government and community colleagues in the legislative, executive, administrative, and judicial realms. It tracks, monitors, and apprises agency stakeholders of relevant legislative and regulatory developments, both at the District and federal levels; works with the OTA Legal Division and other attorneys and advocates to identify gaps in the District's system of tenant protection laws; researches best practices; develops legislative and regulatory reform recommendations, including drafting legislation and commenting on intra-agency rule-makings; and responds to inquiries from the public, the media, and others about the District's tenant rights and rental housing laws.



The Division's guiding principles include being responsive to the tenant community's policy concerns wherever they may arise; remaining vigilant as to ways in which tenants may lack a level playing field regarding disputes with their landlords; and engaging in open and productive dialogue with all interested parties to arrive at well-balanced policy solutions.



¹ "The Office shall: (2) Represent the interests of tenants and tenant organizations in legislative, executive, and judicial issues, including advocating changes in laws and rules and reviewing landlord petitions on behalf of tenants ..." D.C. Code § 42-3531.07(2).

LEGISLATION

Legislative activities include developing and drafting legislative proposals; advising the Council, the Mayor's office, and others regarding reform ideas; and providing testimony on bills at public hearings. The OTA has recently contributed to the enactment of bills in a wide range of issues that impact the tenant community, for example:

DC TENANT BILL OF RIGHTS

Under Law 20-147,² landlords as of July 3, 2015 must provide a copy of an OTA document called the "DC Tenant Bill of Rights" to each rental applicant, and to any current tenant upon request. Since 2009, the OTA has widely circulated the document and has urged the Council to enact this legislation. The document's purpose is to educate District tenants with a concise but comprehensive overview of their rights. This milestone represents a great leap forward for the OTA's education and outreach missions.

RENT STABILIZATION

Rent stabilization (commonly referred to as rent control) is the District's bedrock affordability housing tool for moderate as well as lower income tenants. One of the more problematic provisions is the Housing Provider Hardship petition, particularly what are known as "conditional hardship rent increases." Until recently, if the hardship petition had not been approved or disapproved within 90 days, the housing provider could implement the full amount of the requested rent increases. These "conditional" but indefinite rent increases often priced tenants out of their homes, resulting in evictions or threatened evictions for non-payment of rent. Last year the Council enacted emergency and temporary legislation – with permanent legislation now pending – capping the "conditional hardship rent increase" at five (5) percent of the current rent charged.³



TENANT OPPORTUNITY TO PURCHASE

One way to nullify the tenant opportunity to purchase (TOPA) is to attach an exorbitant price tag on the rental accommodations, one based on a "future value" rather than the current value. This is exactly what happened in the case of Museum Square. Law 21-26 prevents this from happening by better defining the term "bona fide offer" within the TOPA law.⁴

INDOOR MOLD

The OTA has long sought better ways to address the frequent complaints we receive from tenants regarding indoor mold. Law 20-135⁵ is a step in the right direction. It establishes specific timeframes for housing provider action, and standards for mold assessment and remediation.

² Law 20-147, the "Tenant Bill of Rights Act of 2013" (effective December 17, 2014).

³ Law 21-49, the "Rent Control Hardship Petition Limitation Temporary Amendment Act of 2015" (effective January 9, 2015; expires August 21, 2016).

⁴ Law 21-26, the "TOPA Bona Fide Offer of Sale Clarification Temporary Amendment Act of 2015" (effective September 23, 2015; expires May 5, 2016).

⁵ Law 21-135, the "Air Quality Amendment Act of 2013" (effective September 9, 2014).



ACCOMPLISHMENTS

REGULATION

The OTA is intimately involved in revisions to regulations that impact tenants. Two sets of regulations that are of utmost concern to tenants are the "Housing Code"⁶ and the "Property Maintenance Code."⁷ These regulations are intended to protect and promote quality rental housing, and to help ensure that every tenant in the District enjoys a clean, safe, and sanitary home. The OTA is a voting member of the "Property Maintenance" Technical Advisory Group (PM-TAG), one of about a dozen TAGs that advise the Construction Code Coordinating Board (CCCB). In March 2014, major revisions to the Property Maintenance Code included a number of OTA recommendations:

Pest Extermination

The housing provider of a multi-family dwelling continues to be responsible for pest extermination if more than one rental unit is infested (there had been a proposal to significantly shift that burden to tenants). It clarifies both the landlord's responsibility to provide regular extermination services that tenants may use upon request, and the tenant's responsibility to maintain the unit in safe and sanitary condition, to promptly report any infestation, and to permit unit access for extermination services.⁸

Air Conditioning

If air conditioning (AC) is a provided service, this revision requires the landlord in most instances to provide it at least from May 15th through September 15th. While landlords have long been required to provide heat for a certain date-range, previously there had been no minimum time period for AC service.⁹

Natural Light and Ventilation

These revisions correct provisions adopted in previous code cycles, which unintentionally had permitted the construction of windowless residential units.¹⁰

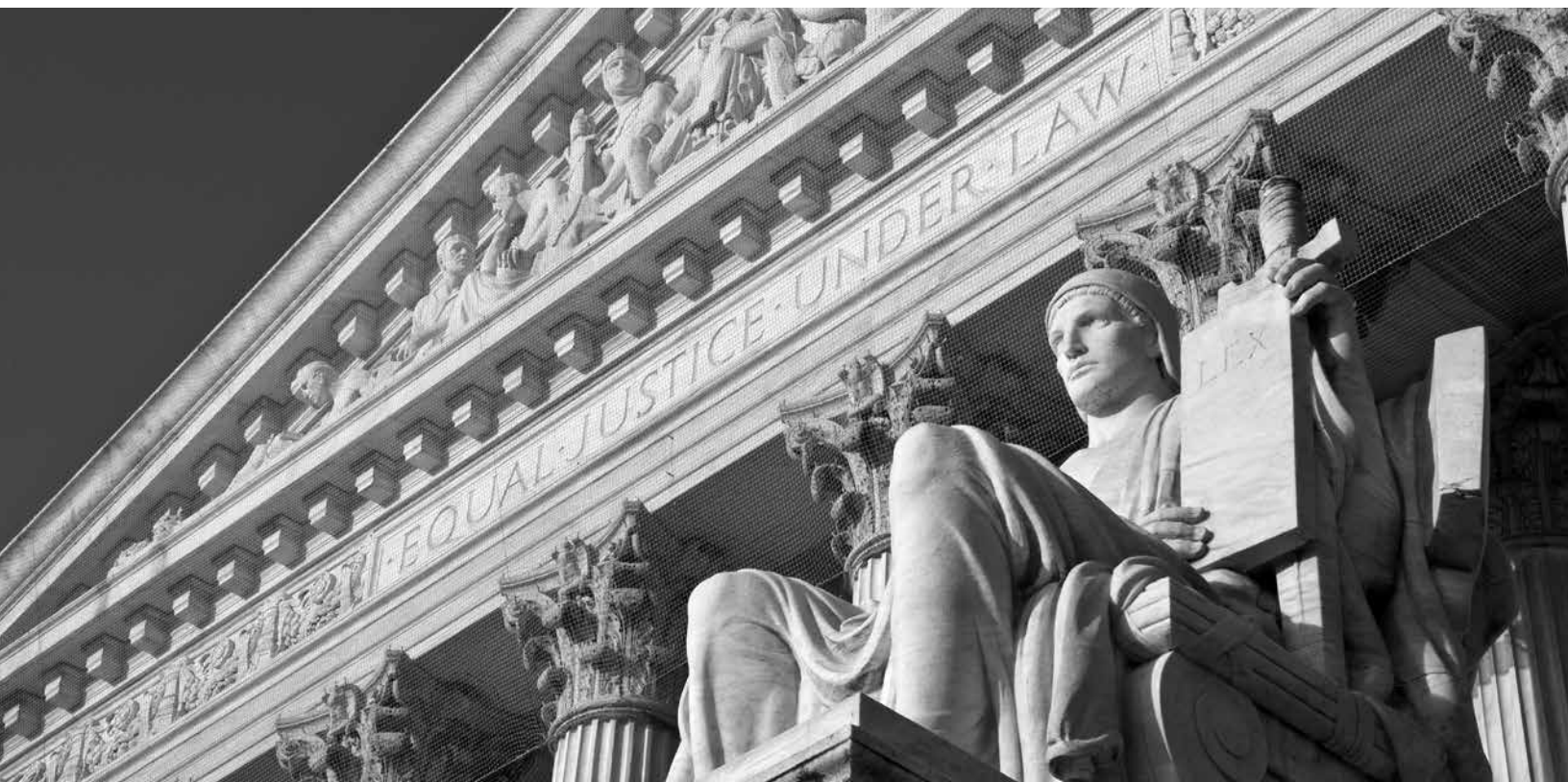
⁶ D.C.M.R., Title 14

⁷ D.C.M.R., Title 12G

⁸ D.C.M.R., Title 12G, section 309

⁹ D.C.M.R. Title 12G, section, 608

¹⁰ D.C.M.R. Title 12G, sections 401 & 402



JUDICIARY

In terms of litigation, the OTA seeks to inform the courts (including administrative courts) regarding legislative history, legislative intent, statutory or regulatory interpretation, and other “public policy” matters. Thus, the work of the Policy and Legal Divisions overlap when a court has to decide “what did the Council intend when it passed” a particular law? This collaboration may take the form of a brief or an “amicus” letter or other intervention. Examples include:

- The OTA’s filing at the D.C. Court of Appeals regarding the timing of the “tenant letter of interest” in purchasing the building under TOPA. At issue was whether the tenants should lose their TOPA rights where the post office rather than the tenant is responsible for untimely delivery.
- The OTA’s filing at the Office of Administrative Hearings (OAH) regarding the “Tenant Organization Petition Standing” law and the legislative intent regarding damages.
- The OTA’s filing at OAH regarding a “capital improvement petition” under the rent control law. At issue -- assuming the petition was approved -- was whether the landlord could “selectively implement” the surcharges as planned in the petition itself. This would have violated the statute’s “per unit” cost allocation formula by shifting the burden from higher-rent units to lower-rent units.
- The OTA’s intervention regarding the codification of security deposit regulations. At issue was whether legislation directly amending the municipal regulations is valid, even if the agency fails to issue a rule-making. D.C. Superior Court mistakenly held that the answer was no. As a result, despite being able to prove that the landlord acted in bad faith by failing to return the security deposit, tenants were denied the treble damages they were due.

CHALLENGES

- The agency's policy challenges include helping to preserve affordable and quality rental housing mainly by protecting and promoting tenant rights. New policy initiatives include protecting "housing affordability" for elderly tenants and tenants with disabilities; improving the data regarding housing provider petitions to support badly needed reform efforts; and so-called "rent concessions" that in reality create de facto rent ceilings and threaten the affordability of rent-controlled units.
- The OTA also hopes to secure "tax lien authority" through Council legislation for its emergency housing assistance program. This will allow the agency to recoup emergency housing expenditures where the owner's dereliction causes the tenants to become temporarily homeless.

PETITIONS

The OTA's statutory mission includes "...advocating changes in laws and rules and reviewing landlord petitions on behalf of tenants." The Policy and Legal Divisions work together to fulfill this responsibility in a variety of ways, including annually reviewing all petitions filed with the Rent Administrator's office, and sending each affected tenant a letter apprising them of their rights and OTA's willingness to help.

Additionally, in response to a Council request in 2014, the OTA issued a report on Housing Provider petitions under the rent control law. The report's objectives are to provide data regarding the number of petitions filed; to discern the impact of these petitions on the affordability of rent controlled units; and to identify policy problems and solutions. The agency is now in the process of updating the relevant data and policy recommendations.

POLICY DIVISION

GOVERNMENT TRANSPARENCY

STAKEHOLDER MEETINGS

The Division holds bi-monthly stakeholder meetings to promote governmental transparency, information-sharing, and community collaboration. Each meeting generally features a legislative and regulatory update and an expert panel or presentation to address a policy “hot topic.” Recent topics include:

- “Rent Control Hardship Petition: Policy Problems and Solutions”
- “Rent Control Voluntary Agreements: Policy Problems and Solutions”
- “Tenant Rights under the District’s new ‘mold law’”
- “TOPA Developments Every Tenant Should Know About”
- “The Proposed PEPCO-Exelon Merger: Possible Impacts on DC Tenants”

PUBLICATIONS

The Division responds to media inquiries about the District’s tenant protection laws, and shares information with the broader tenant community and the public-at-large. For the past several years, the “Ready to Rent” section of the “Washington Post Express” has regularly published an OTA advice column called “Ask the Advocate.” Topics have included subletting; repair disputes; security deposits; “normal wear and tear”; rent disputes; and many others.



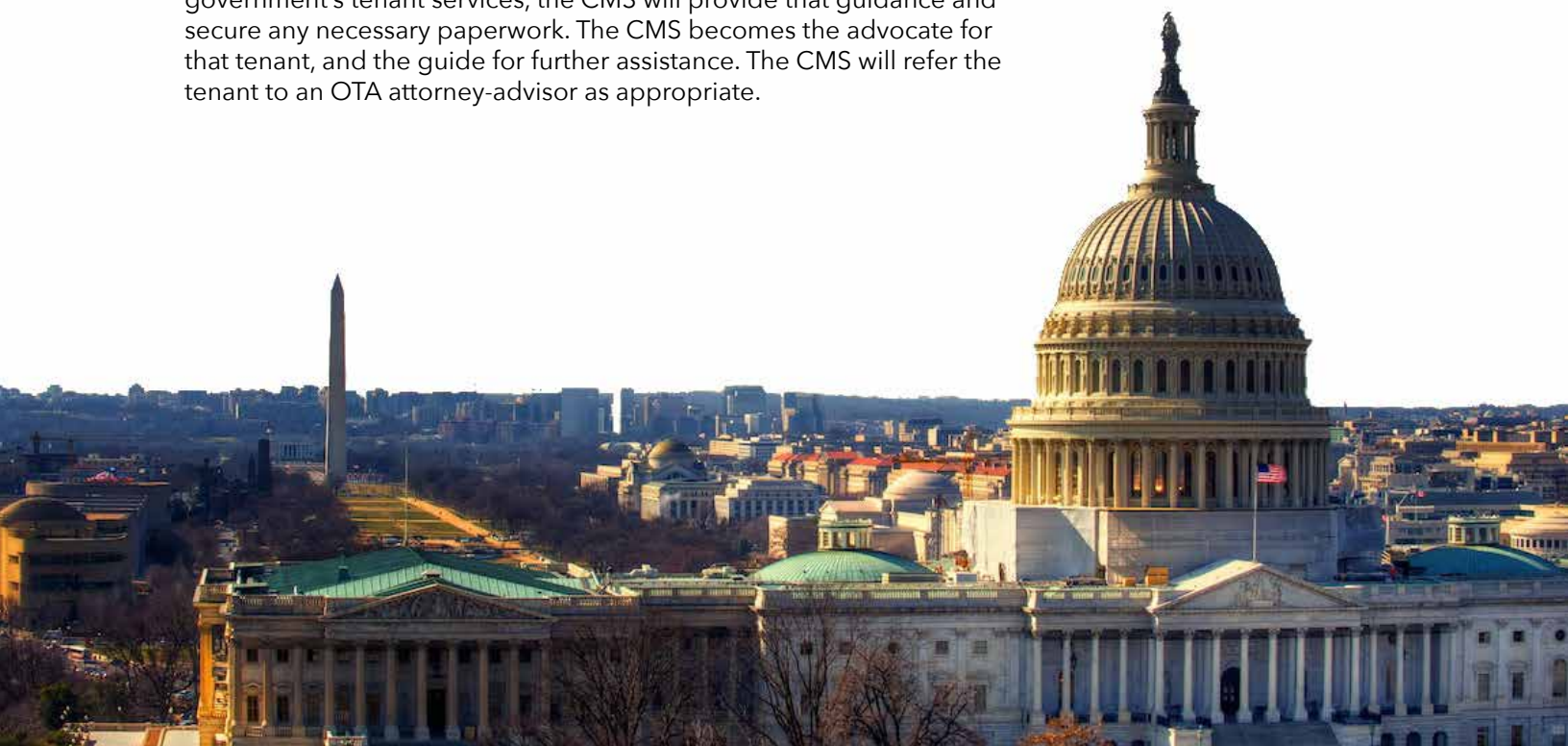
LEGAL DIVISION

The Legal Division is multi-faceted, with programs spread across one-half of OTA's Mission: advising tenants and tenant organizations on filing complaints and petitions, including petitions in response to disputes with landlords; advising and assisting tenants and tenant organizations at conciliation meetings; and representing tenants, at its discretion and as it determines to be in the public interest (in Federal or District judicial or administrative proceedings); advising tenants as to the state of the law; drafting court documents; providing direct representation; and operating a Tenant Hotline. The formal components of the Legal Division are Case Management, Legal Representation, Contracted Legal Service Providers, the Tenant Hotline, and Court of Appeals Abstracts.

CASE MANAGEMENT

OTA's Case Management Specialists (CMS) serve on the front-lines and handle the bulk of initial tenant contact. Once the tenant complaint is taken, the CMS is the "spoke in the wheel" that identifies relevant legal issues and next steps.

If the tenant would benefit the most from a basic explanation of the law and the respective rights of the tenant and housing provider, the CMS provides that explanation. When the tenant needs guidance in how to navigate the government's tenant services, the CMS will provide that guidance and secure any necessary paperwork. The CMS becomes the advocate for that tenant, and the guide for further assistance. The CMS will refer the tenant to an OTA attorney-advisor as appropriate.



LEGAL DIVISION

Note also that among the complaints for housing conditions are complaints about the presence of mold on the property. Please see the chart specific to mold cases below.

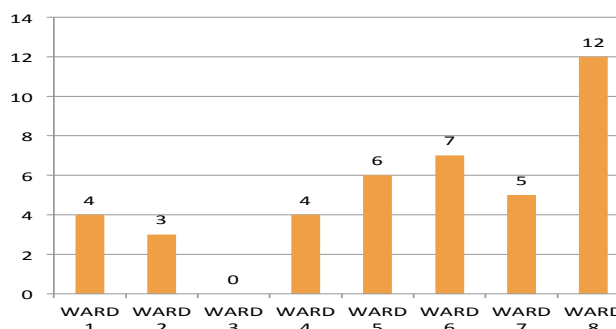
CLIENT INTAKE

The OTA handled cases affecting approximately 10,760 tenants through the intake process during FY15. Ward 1 continues to be the Ward that produces more OTA clients than any other. Please see the chart on right showing the most common issues that tenants raised in FY15.

Lease issues continued to be the most common complaints. They vary considerably and include the interpretation of lease terms, how a lease addresses roommate issues, how the tenant may terminate the lease, and many others. Close on the heels of lease issues are housing conditions issues. Frequently, the agency refers these tenants to the Superior Court's Housing Conditions Calendar to address the condition issues themselves, and the administrative Tenant Petition process for the appropriate rent abatement.

ISSUE	WARD							
	1	2	3	4	5	6	7	8
Housing Code	89	48	45	63	78	89	59	90
Rent Increase	28	20	15	16	28	33	19	11
Eviction	19	15	10	16	17	17	15	12
Lease Issue	169	125	106	72	112	141	79	88
Mold	4	3	0	4	6	7	5	12
Cure or Quit	6	4	4	3	2	3	5	6
Notice to Vacate	27	10	13	24	39	26	16	28
TOPA	30	24	10	24	34	24	16	7
L/T Hearing	2	4	0	0	6	4	4	1
Security Deposit	5	4	1	1	2	3	0	1
Sublease	8	7	2	0	6	4	0	4
Tenant Association	0	0	0	0	0	0	0	0
Tenant Petition	2	1	1	1	0	2	2	2
TOTALS	390	267	210	228	335	359	227	270

Mold Cases by Ward - FY 15



LEGAL REPRESENTATION

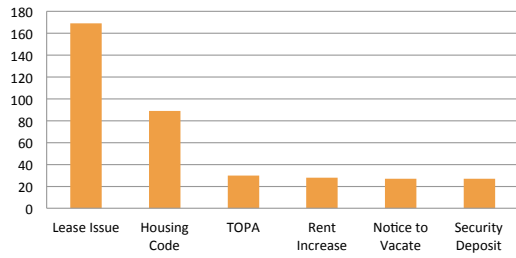
What role does the government play in this matter?

This is the question that is asked every day at OTA, particularly when tenants or a tenant association requests that the agency provide them with direct legal representation.

Sometimes the government's role is for OTA litigators to draft court pleadings that state the tenant's case in effective, legally-cognizable terms. This is a critical service in helping to level the playing field for the District's most vulnerable population. Sometimes the government's role is to explain the law and provide guidance regarding how to move forward with an issue. Sometimes the magnitude of the legal question involved and the number of tenants that would be affected by the outcome, call for the government's role to provide full legal representation. With only four litigating attorneys, OTA has had to limit its in-house direct representation of tenants to those cases which will affect the largest numbers of tenants. These cases might take the form of the representation of a building's tenant association. Such representation often involves defending the tenants of a building when the housing provider seeks to

LEGAL DIVISION

Ward 1



Ward 2



Ward 3



Ward 4



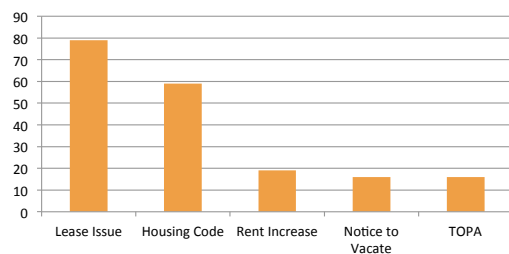
Ward 5



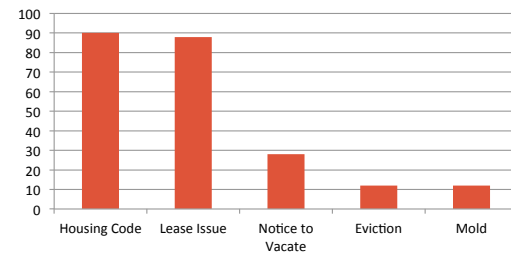
Ward 6



Ward 7



Ward 8

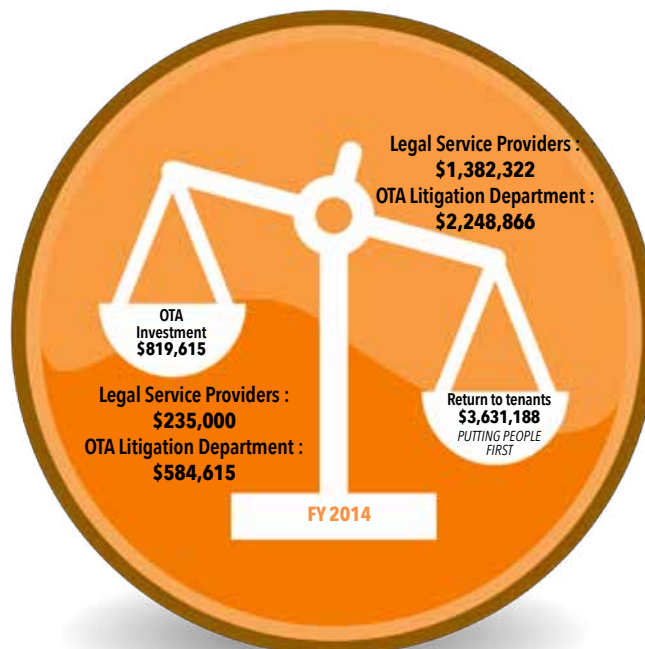
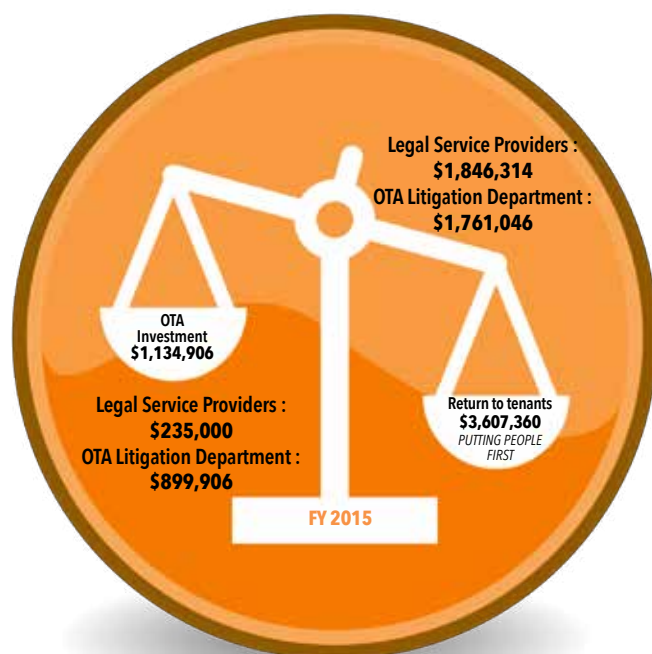


LEGAL DIVISION

increase rents more than is provided by a "General Applicability" of the District's rent control regime, (the Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) for all items in the Washington, D.C. Standard Metropolitan Statistical Area + 2%).

The Legal Division applies its limited resources on cases with significant public interest. Typically, these cases fall into two categories: cases with many tenants with the same issue who are acting in concert, or a case of an individual tenant with an issue that is shared by tenants District-wide. An example is housing provider petitions under the rent control law for building-wide rent increases. The most common Housing Provider Petitions are Voluntary Agreements, Hardship Petitions, and Capital Improvement Petitions. (See p.14 for more details regarding Housing Provider Petitions.)

Another situation in which direct representation may be appropriate is when a Tenant Association files a claim against the housing provider, alleging a violation of the Rental Housing Act and seeking compensation. The most common violations alleged are substandard building conditions that do not meet the District's Housing Code, and rent increases that exceed those allowed by the Rental Housing Act. Such filings generally take the form of Tenant Petitions; however, claims for substandard building conditions are often litigated first in the DC Superior Court's Housing Conditions Calendar.



In such cases, the first task is to require the housing provider to cure the violations; the second task is to seek monetary compensation for the tenants for the damages they suffered.

OTA's litigation efforts consistently return a significantly higher value to District tenants than the District's investment. In FY15, OTA's litigating attorneys provided some form of direct assistance to 1043 District tenants and tenant associations. This representation has resulted in \$1,761,046 being returned to the tenants, a 196% return on the District's investment of \$899,906. When combined with the District's funding of tenant legal representation by contracted Legal Service Providers, tenants received a return of \$3,607,360, a 318% return on the District's investment of \$1,134,906. This exponential return of the District's investment in the legal representation of its tenants continues a trend. In FY14, \$3,631,181 was returned to District tenants, a 443% return on the District's investment of \$819,615. Please see the graphics above.

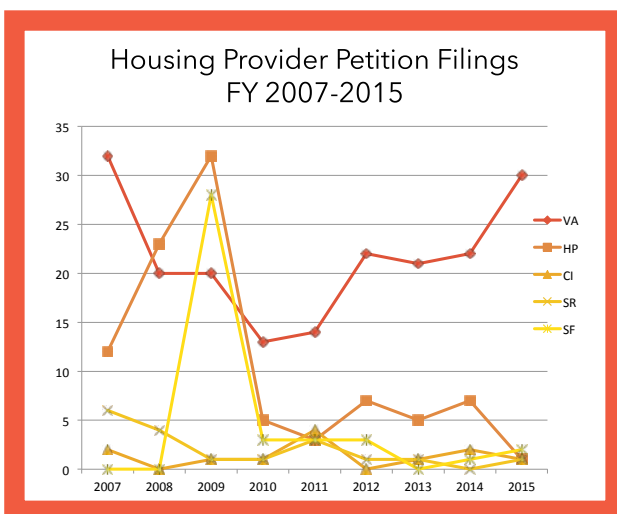
Whether or not the OTA provides direct legal representation, our goal is to ensure that each and every tenant who seeks legal help from the OTA comes away with a much greater knowledge of the law that impacts his or her life, and with the security of knowing that there is a resource within District government to assist tenants generally.

In addition to the services described above, the Legal Division also helps the Policy Division monitor the effectiveness of the tenant protection laws, in particular by analysing case management data, and helps to identify legal and policy challenges for the agency to focus on.

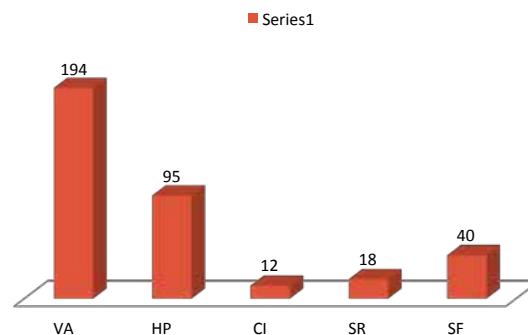
HOUSING PROVIDER PETITIONS

Housing Provider Petitions are the mechanism by which housing providers seek approval to raise rents more steeply than would otherwise be allowed under the District's Rent Stabilization laws. The petition types include: Voluntary Agreements (VA), Hardship Petitions (HP), Capital Improvement Petitions (CI), Petitions for Substantial Rehabilitation (SR), and Petitions for Changes in Related Services and Facilities (SF). In general, each of the Petitions must be approved before the rent can be adjusted. OTA collects filed Petitions from the Rent Administrator and the general public. OTA also collects decisions regarding Petitions from the Rent Administrator, the Office of Administrative Hearings, DC Superior Court, and the DC Court of Appeals.

The most commonly filed Housing Provider Petition is the Voluntary Agreement (VA). As demonstrated in the graph on right, from FY 2007-2015, there were more VA's filed (194) than all other types of petitions combined (165). The second most common filing is the Hardship Petition, with 95 filed from FY2007-2015. VA's and HP's comprise 81% of the Housing Provider Petitions filed during the relevant period (289 out of 359), compared to only a combined total of 70 Petitions for Capital Improvements, Substantial Rehabilitation, and Changes in Related Services and Facilities. See the chart on right.



Petitions Types Filed FY 2007-2015



It has been our experience that VA's and HP's result in the largest permanent increase in rents in the District. By contrast, CI's result in the implementation of a temporary surcharge (for 96 months or longer if necessary), and SF's often result in a decrease in monthly rent, usually to offset tenants' payment of utilities after a conversion to individual metering. The adequacy of the utility offset as determined by the housing provider is often in dispute.

There are variations and trends in the number of annual filings for each housing provider petition type. It is critical to keep in mind, however, that regardless of such variations and trends, what truly matters is the total number of units impacted. That number remains consistently high. Between FY 2007 and FY 2015, on average more than 979 units were impacted by housing provider petitions each year.

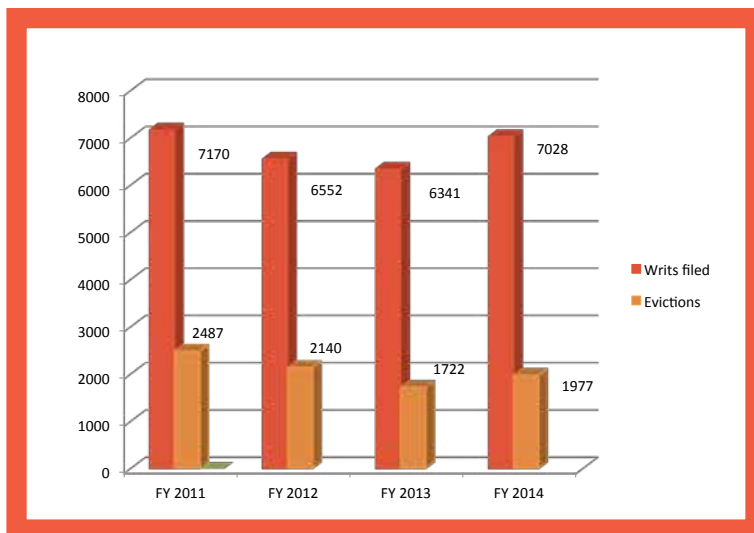
As indicated in the graph above, the RAD data demonstrates that the number of annual filings of CI, SR, and SF petitions have not changed significantly from 2007-2015. HP's increased dramatically from 2007-2009, before dropping sharply in 2010 and leveling off in the subsequent years. CI's were at their highest in 2011, but now they are rarely filed.

LEGAL DIVISION

EVICCTIONS

Any consideration of the District's efforts to eliminate homelessness must include consideration of evictions. By definition, when a tenant is evicted, that tenant, and all others residing with the tenant, become homeless. Any effort to reduce homelessness must include an effort to reduce the evictions of District tenants. Consideration of evictions must start with an understanding of the scope of the issue.

OTA is now tracking the number of evictions in the District. See the chart at the right for recent data, spanning FY11-FY14.¹¹ Between FY11 and FY14, there were 27,091 writs for possession awarded in the District, an average of 6,772 per year. Of those writs, a total of 8,326 writs, an average of 2081 per year, resulted in an actual eviction. Estimating an average of four family members in a unit, that means that 33,304 tenants became homeless during those four years. See the chart below for details.



CONTRACTED LEGAL SERVICE PROVIDERS

The OTA generally provides direct representation for large groups of tenants, or an individual whose case may impact a large number of other tenants. To encourage representation in other cases, the OTA provides funding to the Legal Aid Society of the District of Columbia, the Legal Counsel for the Elderly, the DC Law Students in Court, and the Law Offices of Jamil Zouaoui.

TENANT HOTLINE PROGRAM

Members of the tenant community rely on OTA for learning about their tenant rights, locating and downloading educational materials, requesting workshop facilitation, and helping them to stay abreast of any news or events that will keep them informed. The Tenant Hotline program currently has four components: Direct Phone Contact, Ask the Director, Ask the Mayor, and the OTA Live Chat Line.



¹¹At the time of publication, the Superior Court has yet to release FY15 data.



TENANT HOTLINE PROGRAM

Direct Phone Contact

Many tenant services are initiated when the tenant calls OTA at (202) 719-6560. The tenant will be professionally greeted by an OTA representative, who will then take directory information and inquire about the issue prompting the call. Following the initial inquiry, the tenant is then transferred to either a Case Management Specialist or Litigator as appropriate. Direct Phone Contact is the most used tenant resource. When Case Managers are unavailable to take phone calls, the Paralegal Specialist, the litigators, and the General Counsel step in to make sure each call receives prompt assistance.

Ask the Director

While some tenants find it more convenient to contact the OTA by walking in to our offices and telephoning OTA directly, others prefer the convenience of the online “Ask the Director” program through the OTA website at <http://ota.dc.gov>. OTA receives Ask the Director submissions of all levels of complexity, ranging from “What is the current rent control CPI-W?” to issues that cannot be adequately addressed via email. Questions come from all eight Wards of the District, from other states, and even from foreign countries. Most responses are drafted by OTA’s Paralegal Specialist, an attorney and member of the DC Bar. In FY2015, OTA responded to 725 inquiries through the Ask the Director program, a slight decrease from 917 inquiries the previous year.

Ask the Mayor

Some tenants take their inquiry directly to the Mayor through the Ask the Mayor page on the District’s webpage, <http://dc.gov>. The Mayor’s Correspondence Unit will then forward tenant-related inquiries to OTA for a response on behalf of the Mayor. Each inquiry is given the same careful treatment as a question received through the Ask the Director system, which may include a referral to an OTA litigator. In FY2014, OTA responded to 24 Ask the Mayor inquiries, slightly increased from the 19 in FY2013.

OTA Live Chat

Still other tenants prefer the immediate online feedback not possible in the Ask the Director and Ask the Mayor systems. For them, OTA conducts nine Live Chat sessions each year on the internet. In these Live Chat sessions, the OTA Paralegal Specialist responds in real time to all questions posed. In FY2014, OTA responded to 55 Live Chat inquiries, a slight increase from the 40 Live Chat inquiries the previous year in FY 2015.

COURT OF APPEALS ABSTRACTS

Statutes such as the Rental Housing Act of 1985,¹² provide the boilerplate under which rental housing is conducted in the District, but they do not convey the entirety of relevant law. One must know how the DC Court of Appeals may have interpreted the statute on any given matter.

The OTA has summarized every Court of Appeals decision since 1985 that is relevant to rental housing. We make these abstracts available to the public on the agency’s website under topical headings, so that tenants and their attorneys may easily find identify decisions that may be useful in their individual cases. As of the end of FY 2015, a total of 248 abstracts of Court of Appeals decisions have been created and placed on the OTA website.

¹²The Rental Housing Act of 1985, as amended, is codified as D.C. Official Code § 42-3501ff.

OUTREACH/EDUCATION DIVISION

During FY15 the OTA continued to expand its outreach and educational activities. OTA participated in over 40 outreach events that were attended by over 5,400 people. The Agency continues to respond to requests from tenants interested in forming a tenant association and sustaining their organization. These presentations included information on how to file Articles of Incorporation and the drafting and passage of By-Laws. A ten point curriculum is in development for tenant associations to further embellish leadership skill sets.

College Students

The agency has become part of a consortium of educational institutes of higher learning. On a quarterly basis the OTA participates in meetings with university staff responsible for off-campus housing. This partnership relationship has served as a catalyst for many university staffs by improving their knowledge regarding the laws and regulations, and building code requirements. Our partnership with Universities across the District include: Catholic University of America, Georgetown, George Washington University, Howard University and Gallaudet University. Staff participates in off-campus housing fairs as well as annually provides half day worship for made tenant rights presentations.

Intragency Relationships

OTA has also developed partnerships with government agencies that focus on the needs of the Senior community. We have participated in a variety of housing forums and conduct exemption workshops city-wide to ensure that Seniors living in rent stabilized buildings across the District are informed and provided with ways to reduce rental housing costs.

Stakeholder meetings

Tenants and housing advocates were able to network through the OTA's stakeholder meetings held throughout the year. Subject matters included mold, legislative briefing and tenant rights. OTA regularly sent information on housing matters to members of its stakeholder distribution list.

Tenant/Tenant Association Summit

OTA attended major Annual events including the Tenant Town Hall, Senior Symposium and the Major's Senior Holiday Celebration. OTA presented its 8th annual Tenant and Tenant Association Summit in which hundreds of attendees received important information on housing issues.





The Emergency Housing Assistance (EHAP) program was created in FY 2009 to meet the needs of tenants who find themselves displaced by disasters such as fires or government closures without renter's insurance.

As the program matured the OTA created a triage service with other District of Columbia government agencies and community based organizations to ensure that appropriate services are provided to tenants that are displaced.

Program benefits include: a 14-day hotel accommodation; moving and storage for 60 days; first month's rent, security and other related fees when applicable. When a government closure occurs the OTA is the "first responder" thus when we are notified by the Department of Consumer and Regulatory Affairs (DCRA) we become an active partner - this means inspecting the property with DCRA, meeting with the affected tenants and processing them into EHAP benefits. This temporary stay in the hotel gives the tenant(s) an opportunity to begin to recover from the emergency and focus on locating new housing alternatives where and when necessary.

In addition to providing temporary hotel accommodations, the agency also provides a moving and storage benefit. The tenants receive boxes and packing materials and working with our "certified minority vendor" their belongings are taken to either to the tenant's choice storage location or to the vendor's storage facility for up to 60 days.

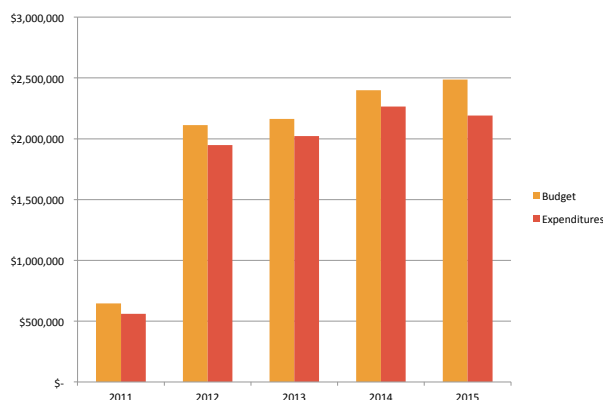
In FY 2015 there were 347 individuals displaced at no fault of their own, a total of 143 households were affected.

FINANCE OVERVIEW

BUDGET OVERVIEW

Local Budget

	2011	2012	2013	2014	2015
Budget	\$ 445,167	\$ 2,112,189	\$ 2,163,971	\$ 2,400,069	\$ 2,488,012
Expenditures	\$ 560,401	\$ 1,948,805	\$ 2,021,658	\$ 2,265,723	\$ 2,191,134

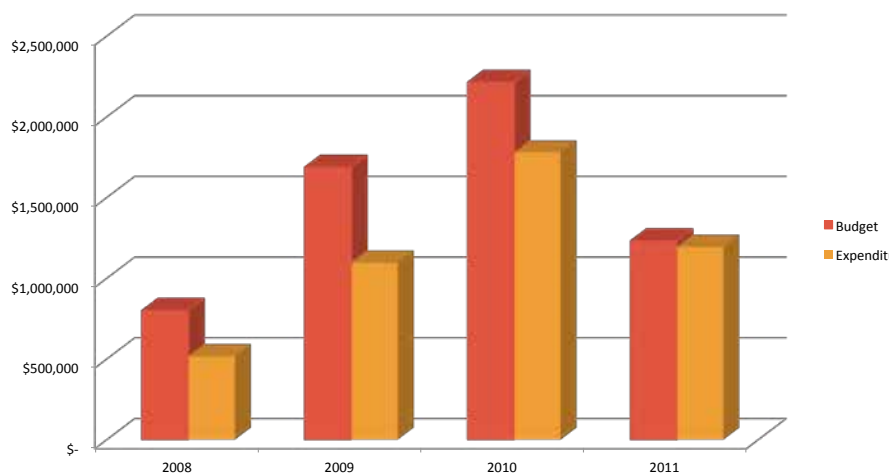


In FY 2015, OTA spent \$1,413,755 or 57% of their approved budget of \$2,488,012 on personnel services. The agency spent \$250,000 or 10% of their approved budget on Legal Service Providers and spent \$396,556 or 16% of their approved budget on Emergency Housing. The agency spent additional funds on office supplies, marketing, the Annual Tenant Summit and equipment.

FY 2011, the Local appropriation increased by \$85,099 or 13% from the approved FY 2010 budget of \$560,068. FY 2012, the Local appropriation increased by \$1,467,022 or 69% from the approved FY 2011 budget of \$645,167. FY 2013, the Local appropriation increased by \$51,782 or 2% from the approved FY 2012 budget of \$2,112,189. FY 2014, the Local appropriation increased by \$236,098 or 9% from the approved FY 2013 budget of \$2,163,971. FY 2015, the Local appropriation increased by \$87,943 or 4% from the approved FY 2014 budget of \$2,400,069

O-Type Funds

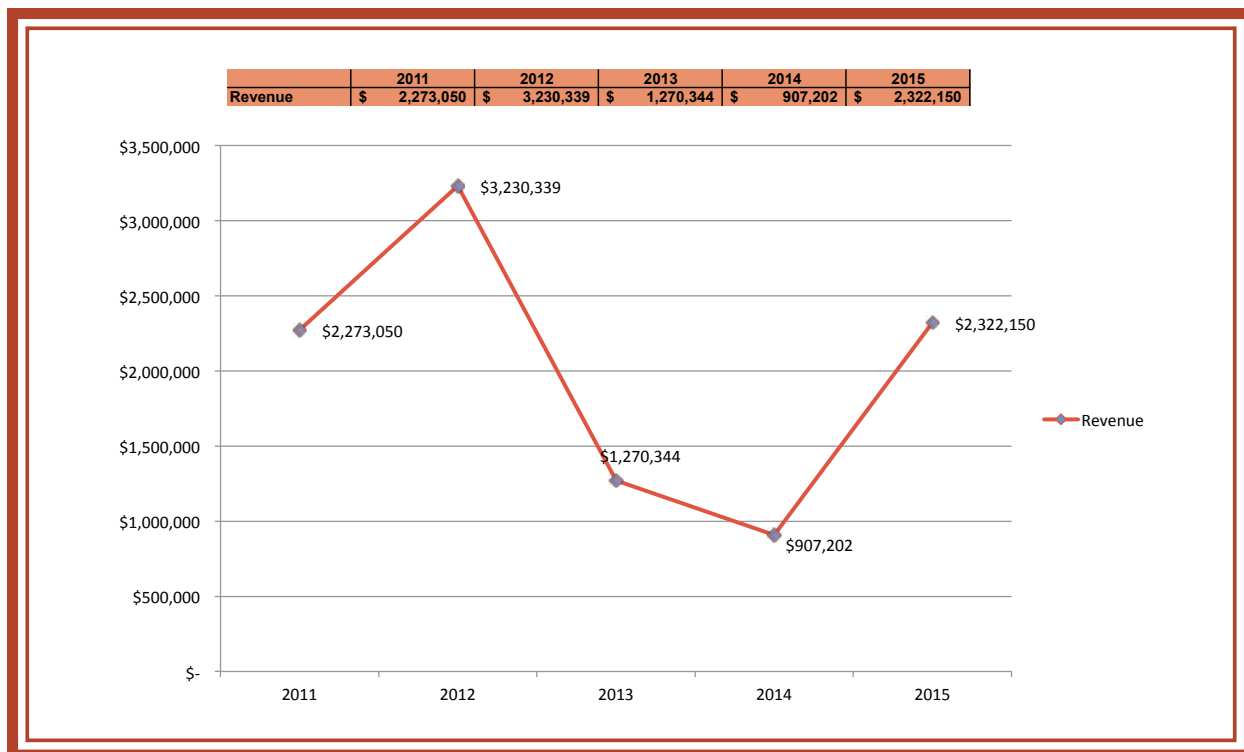
	2008	2009	2010	2011
Budget	\$ 800,000	\$ 1,688,064	\$ 2,213,720	\$ 1,231,028
Expenditures	\$ 517,882	\$ 1,097,353	\$ 1,779,775	\$ 1,195,046



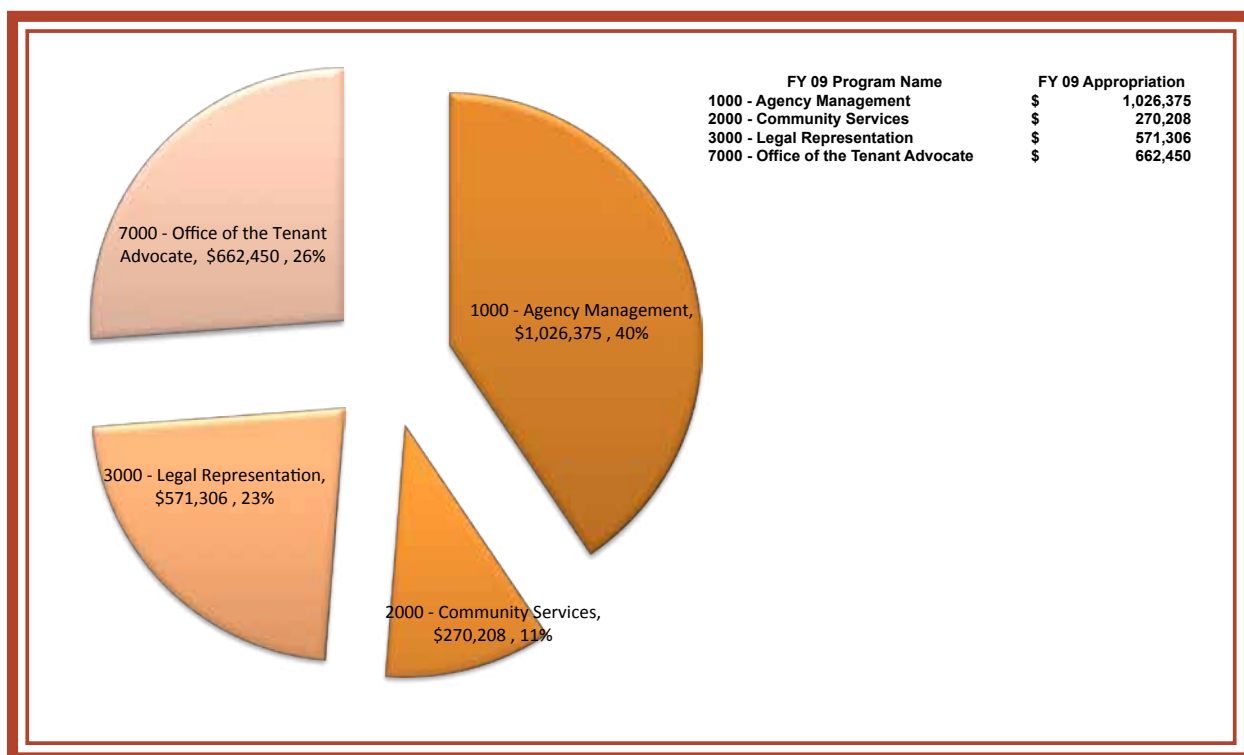
The historical O-Type budgetary trend depicts an agency that was once a dependent entity within the Department of Consumer and Regulatory Affairs (DCRA) from FY2004 to FY2007. In FY2008 the Office of the Tenant Advocate (OTA) became an independent agency within the District of Columbia.

BUDGET OVERVIEW

Condo Conversion Revenue - Historical Revenue Data

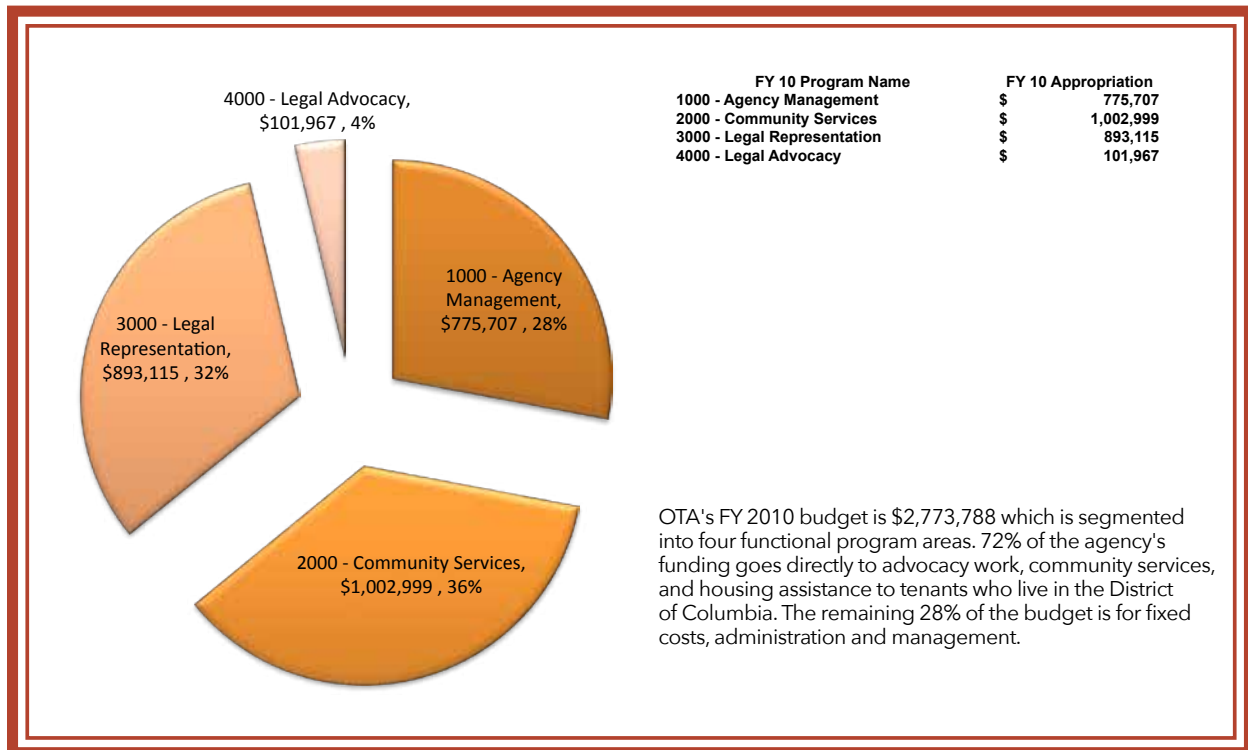


FY 09 Budget by Program

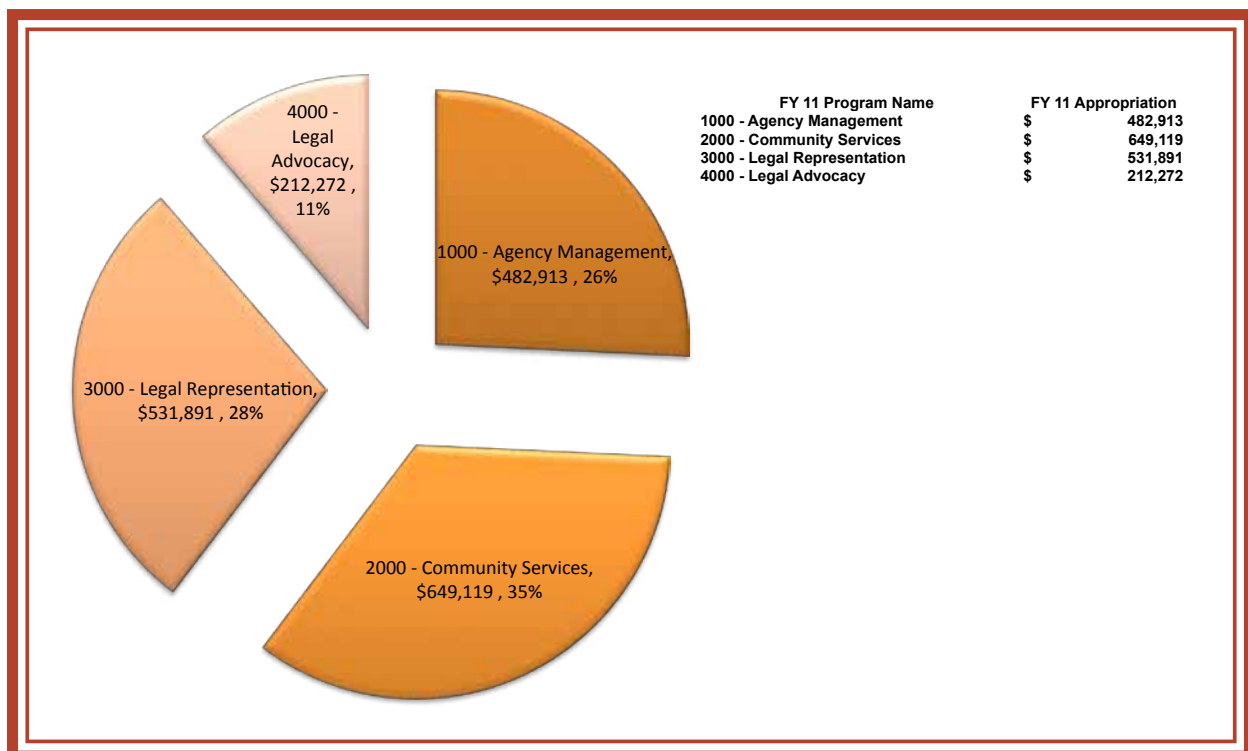


BUDGET OVERVIEW

FY 10 Budget by Program

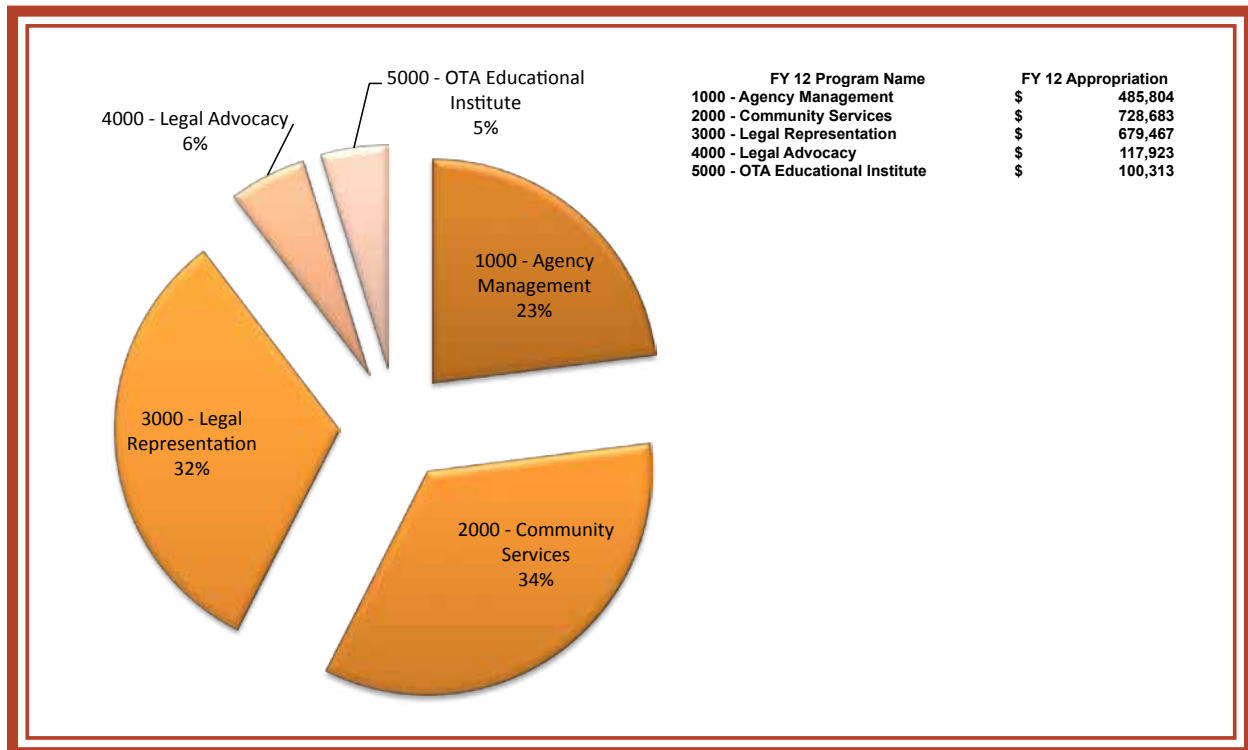


FY 11 Budget by Program

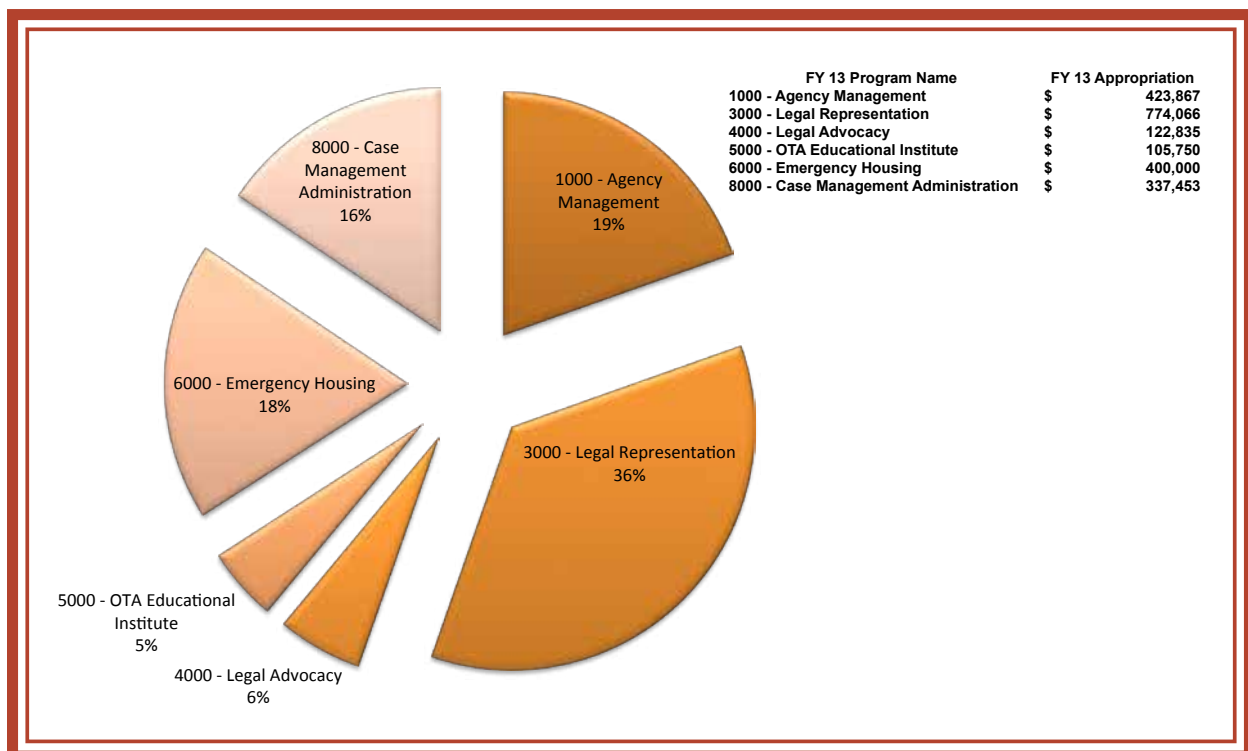


BUDGET OVERVIEW

FY 12 Budget by Program

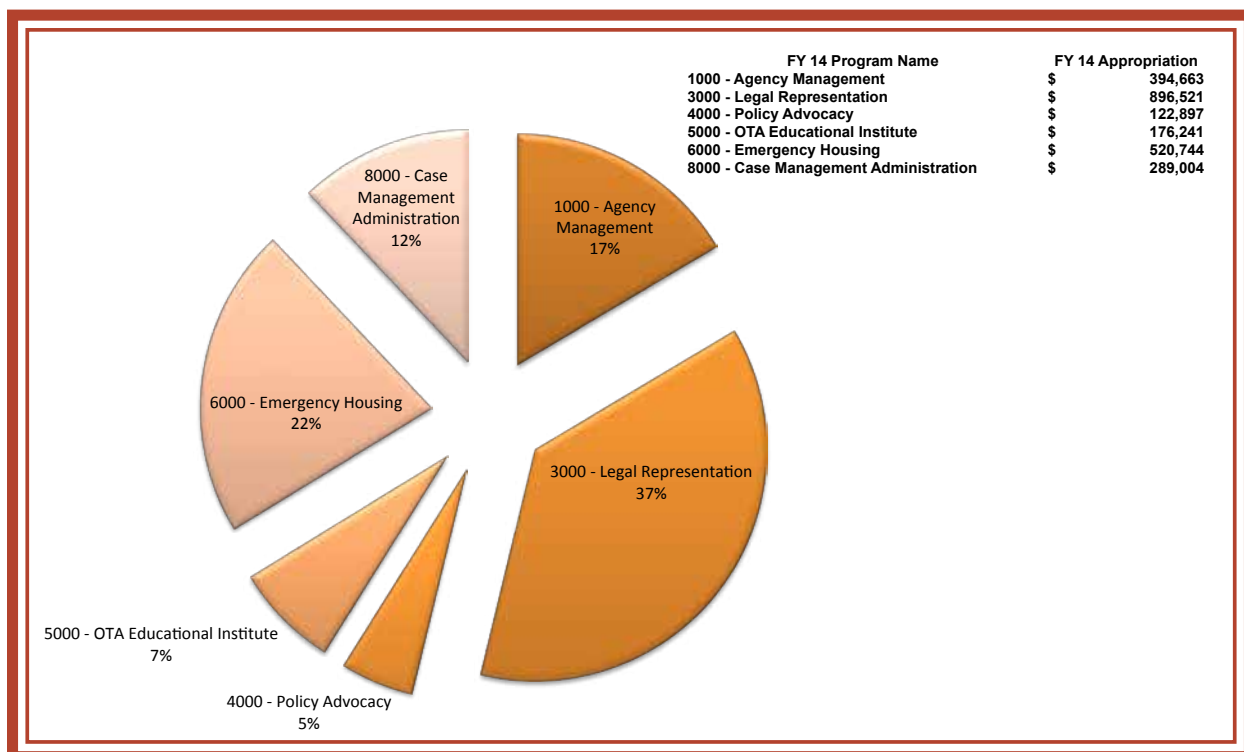


FY 13 Budget by Program

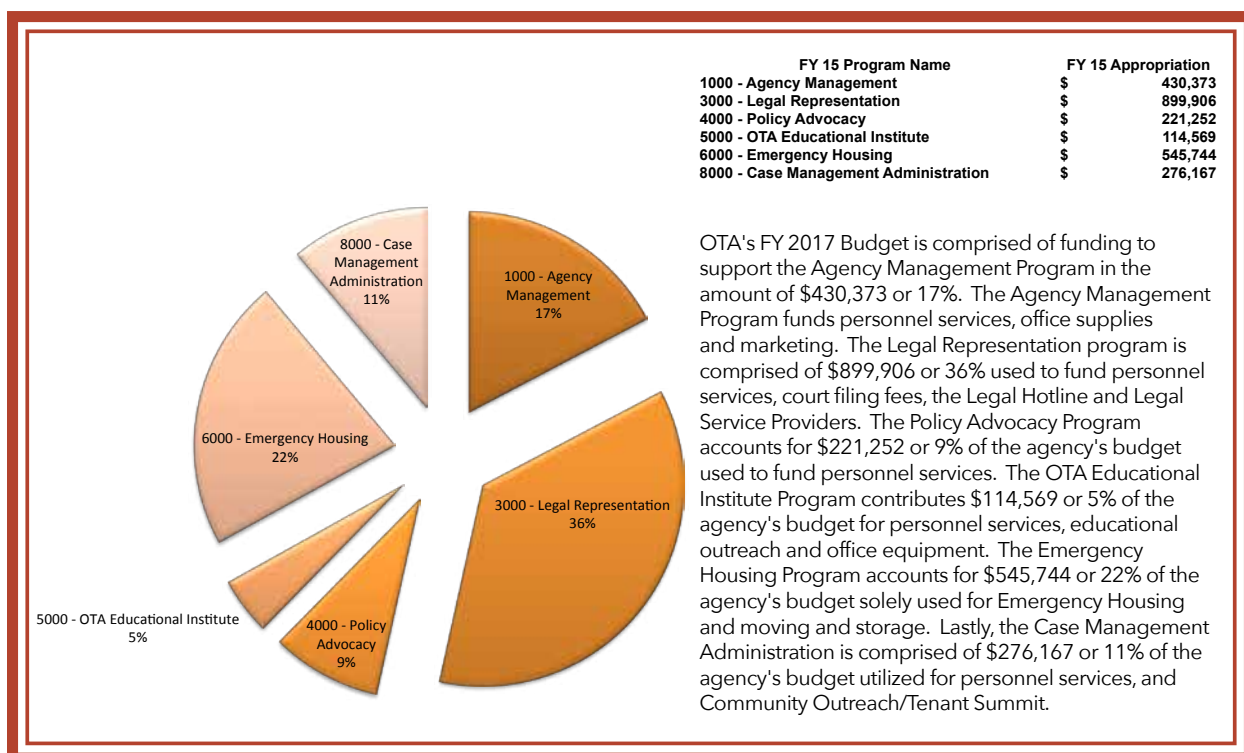


BUDGET OVERVIEW

FY 14 Budget by Program

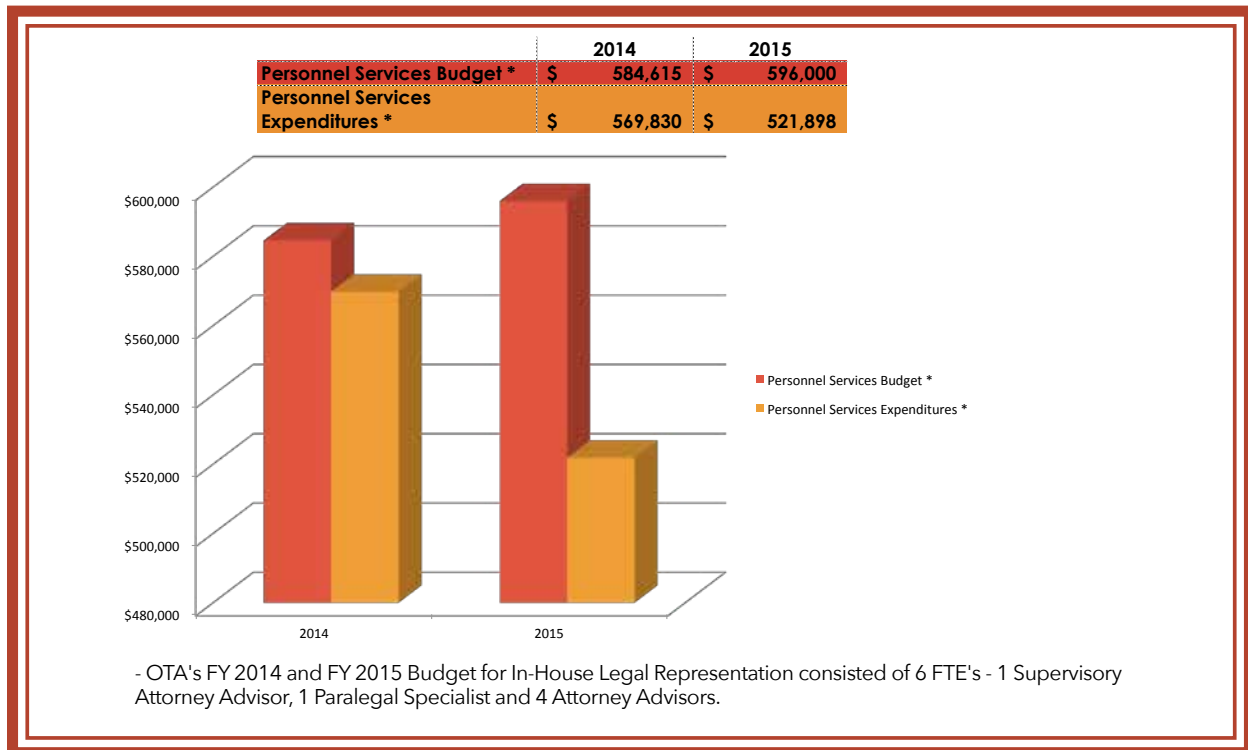


FY 15 Budget by Program



BUDGET OVERVIEW

Legal Personnel Service



In Memoriam

In 2015, the OTA and many others mourned the loss of two outstanding leaders in the tenant community. On September 26th, at our Annual Tenant and Tenant Association summit, we honored Karen Perry and David F. Conn, Esq., for their remarkable service to the District of Columbia.



Karen Perry

OTA Excellence in Leadership Award

In posthumous recognition of Karen Perry's many years of outstanding advocacy and leadership on behalf of the District of Columbia's tenant community, including long-standing service as the President of the Van Ness South Tenants' Association, ANC Commissioner, policy advocate, and close confidante of the DC Office of the Tenant Advocate.



David F. Conn, Esquire

OTA Excellence in Advocacy Award

In posthumous recognition of David F. Conn's steadfast commitment to the District of Columbia's tenant community, including over 25 years of outstanding pro bono legal assistance to tenants and tenant associations, tireless tenant organizing and attorney mentoring, and ever-brilliant and insightful legislative advocacy.

A photograph of a city street, likely in New York City, featuring a mix of historic and modern architecture. The image is overlaid with a semi-transparent red filter. A white text box with a red border is positioned in the center-right of the image.

Tenant Rights Matter

DC OFFICE OF THE TENANT ADVOCATE

PUTTING PEOPLE FIRST



TenantRightsMatter

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